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Bürgeramt Rathaus Neukölln

Bezirksamt Neukölln

Address

Donaustr. 29
12043 Berlin

Mailing address

Contact

Telephone: (030) 115

Informationen zum 115 Service-Center: <https://www.berlin.de/115/>

Fax: (030) 90239-3320

Internet:

<https://www.berlin.de/ba-neukoelln/politik-und-verwaltung/aemter/amt-fuer-buergerdienste/buergeramt/>

E-mail: buergeramt@bezirksamt-neukoelln.de

Barrier-free access



[Explanation of symbols \(https://service.berlin.de/hinweise/artikel.2699.php\)](https://service.berlin.de/hinweise/artikel.2699.php)

Opening hours

Monday: 08.00-15.00 Uhr (nur mit Termin)

Tuesday: 11.00-18.00 Uhr (nur mit Termin)

Wednesday: 08.00-13.00 Uhr (nur mit Termin)

Thursday: 11.00-18.00 Uhr (nur mit Termin)

Friday: 08.00-13.00 Uhr (nur mit Termin)

Information for customers with an appointment

Für die Bearbeitung Ihres Anliegens bitten wir Sie einen Termin zu buchen, möglichst unter Angabe aller Ihrer Anliegen!

Terminbuchungen sind

- über das Internet (Terminbuchungen berlinweit) und
- telefonisch über die Servicenummer 115 möglich.

Wir bitten die Kunden mit Termin um rechtzeitiges Erscheinen. Sie werden über ihre Vorgangsnummer aufgerufen und können gleich im Warteraum Platz nehmen.

Sofern Sie ihren gebuchten Termin nicht wahrnehmen können, bitten wir Sie,

diesen abzusagen.

Transportation links

U-Bahn

U Rathaus Neukölln: U7

Bus

Rathaus Neukölln: 104, 167 Erkstr.: M41

Additional information

An diesem Standort haben Sie die Möglichkeit Ihr Lichtbild für einen Pass, Ausweis oder einen elektronischen Aufenthaltstitel gegen eine Gebühr von einem Mitarbeitenden mit einem mobilen Fotoaufnahmegerät vor Ort erstellen zu lassen.

Lichtbilder für Führerscheineangelegenheiten können nicht digital erstellt werden und müssen vom Antragstellenden zum Termin mitgebracht werden.

Am Standort kann bar, mit allen gängigen Kredit- und Debitkarten und auch mit Smart-Phone und -Watch bezahlt werden.

Telefonische Nachfragen zu Lieferzeiten von Personaldokumenten sind nicht möglich!

Payment options

Barzahlung

Girocard (mit PIN)

Transfer of a Residence document-GB (for British nationals and their family members) to a new passport

Do you have a Residence document-GB and have you received a new passport?

Then (only) the plastic card of your Residence document-GB is no longer valid, since this plastic card refers to your old passport. However, your residence title Residence document-GB is still valid.

Please read the following notes before booking an appointment.

Is your temporary Residence document-GB only valid for a maximum of a further 6 months?

If so, please do not attend the Berlin Immigration Office before it is necessary to extend your Residence document-GB. This will save you time and money.

Are you wanting to travel abroad?

If no appointments are available at short notice, you can still travel abroad.

Re-entry to Germany is easy, if your Residence document-GB residence permit is still valid and you still have the old passport.

Take your old and new passports and your Residence document-GB with you on your trip.

However, we recommend that you enquire about the entry and exit conditions of the country you are visiting before you travel abroad (for example at the embassy of the country you are visiting).

Prerequisites

- **Main residence in Berlin**

(https://service.berlin.de/dienstleistung/120686/de_plain/)

- **Personal appearance by appointment is required**

Transfers are made at the Citizens' Registration Offices or at the Berlin Immigration Office generally only with an appointment.

- **Transfer in a Bürgeramt**

You can generally have the transfer carried out at any Berlin Citizens Registration Office (Bürgeramt), as long as the following requirements are met:

- You have your old, full passport;
- The Residence document-GB was issued in Berlin;
- There is no more than 12 months between the expiry date of the old passport and the date of issue of the new passport;
- You have not resided outside the federal territory for a continuous period longer than 12 months.

- **Transfer in the Berlin Immigration Office**

If one of the above mentioned requirements for making the transfer at the Citizens Registration Office (Bürgeramt) is not met (e.g. old passport is no longer present, the Residence document-GB was not issued in Berlin) the

Berlin Immigration Office is responsible for the transfer.

Documents required

- **Your new passport**

- **Your old passport**

If your passport has been stolen and you have reported the theft to the police, please bring the report with you.

- **Your Residence document-GB, if necessary together with the supplementary sheet (Zusatzblatt)**

Have you been issued with an supplementary sheet (folded paper document) in addition to the electronic residence permit (plastic card)? If so, please bring this supplementary sheet with you.

- **1 current, biometric passport photo (new regulation effective May 1, 2025)**

- Since May 1, 2025, biometric passport photos may only be taken digitally at government offices or photo studios and transmitted via a secure electronic channel.
- Please check the website of the Berlin Immigration Office (see “More information”) for the latest information in good time before your appointment.
- Before your appointment at the Bürgeramt, please note the information on passport photos in the location description.

Fees

- 27.60 euros: up to the age of 24
- 46.00 euros: from the age of 24
- 6.00 euros: for creating a digital passport photo at the self-service terminal on site

Legal basis

- **Aufenthaltsgesetz (AufenthG)**

(https://www.gesetze-im-internet.de/englisch_aufenthg/)

Average time to process request

After the appointment, it takes approximately 4 weeks for the residence document GB to be issued as an electronic residence permit and ready for collection.

More information

- **Digital passport photos for residence documents from 01.05.2025 (Berlin Immigration Office)**

(<https://www.berlin.de/einwanderung/ueber-uns/aktuelles/artikel.1541531.php#english>)

Notes on responsibility

You can generally have the transfer carried out at any **Berlin Citizens**

Registration Office (Bürgeramt), as long as the following requirements are met:

- You have your old, full passport.
- The Residence document-GB was issued in Berlin.
- There is no more than 12 months between the expiry date of the old passport and the date of issue of the new passport.
- You have not resided outside the federal territory for a continuous period longer than 12 months.

In all other cases: **Berlin Immigration Office (Landesamt für Einwanderung)**